



# Shelter Monitoring Committee

## MEMORANDUM

**TO:** Shelter Monitoring Committee  
**FROM:** Committee Staff  
**DATE:** February 15, 2019  
**RE:** **January 2019 SOC Staff Report**

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### January Client Complaints

There were a total of eighteen complaints submitted to the Shelter Monitoring Committee by eleven unduplicated clients in January 2019. There were two complaints that received a response that did not satisfy the client, the investigation for those complaints are currently pending. Sites have responded to the remaining sixteen complaints but they are open pending a response from the client.

The narrative below for each site provides an overview of the types of complaints forwarded to each site. Not all sites have had a chance to respond to the complaints. \*\*\*Note: The complaints below may have already been investigated to the satisfaction of the site or its contracting agency; however, the Committee must allow for each complainant to review the responses and the complainant determines whether s/he is satisfied. If the complainant is not satisfied, the Committee will investigate the allegations listed in the complaint.

### A Woman's Place Drop In

- **Client #1:**
- **Complaint submitted: 1/15/19**
- **Response received: 1/17/19**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat clients equally, with respect and dignity...;
- The complainant alleged that a shelter employee asked her to go buy plates for shelter clients and told her that she would be reimbursed for her the cost of the plates. The complainant states that when she returned with the plates, the employee told her that she would have to submit a receipt and that she wouldn't be reimbursed that day. The complainant alleged that the employee mislead her about when she would be compensated.
- The response states that management spoke to the employee, who denied the allegations and stated that she informed the complainant that any items purchased would be on a donation basis only. The response also states that the complainant was informed of what steps she would need to take to receive reimbursement.

*Pending – The site has responded to this complaint but it is still opening pending a response from the client.*

- **Client #2:**
- **Complaint submitted: 1/23/19**
- **Response received: 1/28/19**

- **Alleged SOC Violations:**
  - **Standard 2:** Provide shelter services in an environment that is safe...;
  - **Standard 3:** ...clean shelters on a daily basis;
- The complainant alleged that that she was verbally harassed by another client and that there is mold present at the site.
- The response states that there was not enough information in the complaint to identify the client that was harassing the complainant and asked if the complainant would be willing to share more information with them. The response also states that the Drop In is cleaned on a daily basis and that there is no mold present inside the shelter.

*Pending – The site has responded to this complaint but it is still opening pending a response from the client.*

### **Bethel AME**

- **Client #1, Complaint #1:**
- **Complaint submitted: 1/3/19**
- **Response received: 2/13/19**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat all clients equally, with respect and dignity...
- The complainant alleged that shelter staff gave her unjustified write-ups, intentionally gave her small worn out blankets and violated the shelter grievance policy by making her leave the site for a non-immediate denial of service.
- The response states that the site received blankets that are laundered daily by DPH and that staff do not know what conditions the blankets will be in. The response also states that the client was transported to Providence after the hearing date expired and they did not hear back from the advocate. The response also states that the DOS's were overturned by HSH and that client was sent back to Bethel AME.

*Pending – The site has responded to this complaint but it is still opening pending a response from the client.*

- **Client #1, Complaint #2:**
- **Complaint submitted: 1/15/19**
- **Response received: 2/13/19**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat all clients equally, with respect and dignity...
  - **Standard 2:** Provide shelter services in an environment that is safe...
  - **Standard 26:** Ensure that all clients receive appropriate and ADA-compliant transportation...
- The complainant alleged that shelter staff have been ignoring her reasonable accommodation to be placed in a corner location, that a client has been harassing her and that the site always running out of MUNI tokens.
- The response states that the site has been accommodating the complainant by assigning her to mats that meet the requirements established in the client's doctor's note. The response also denies the allegations that another client was harassing the complainant and states that the site did run out of MUNI tokens on one occasion but that they restocked the following day.

*Pending – The site has responded to this complaint but it is still opening pending a response from the client.*

- **Client #2:**
- **Complaint submitted: 1/31/19**

- **Response received: 2/13/19**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat all clients equally, with respect and dignity...
- The complainant alleged that shelter staff kicked her out of the shelter for not having a TB test on file even though she's had a negative TB test on file since before her reservation.
- The response states that there was no issue with the complainant's TB test and that she was giving a non-immediate denial of service for ignoring a staff directive to wear a face mask and to go to the hospital to have her excessive coughing fits examined by the doctor. The response states that the DOS was overturned and that the complainant is allowed back into the shelter as long as she wears a mask if she begins to cough.

*Pending – The site has responded to this complaint but it is still opening pending a response from the client.*

### **Dolores St. – Jazzie's Place**

- **Client #1 :**
- **Complaint submitted: 1/15/19**
- **Response received: 2/6/19**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat clients equally, with respect and dignity...
- The complainant alleges that there has been a lack of heat at the shelter, that an employee is rude when waking up clients and that staff would not let him and his service animal eat inside the dining hall.
- The response states that the thermostat is consistently set at 70-72 degrees, that the employee named in the complaint is no longer employed by the site and that the client has never been denied entrance into the dining hall and is welcome to eat there with his service animal.

*Pending – The site has responded to this complaint but it is still opening pending a response from the client.*

### **Interfaith Winter Shelter – St. Boniface**

- **Client #1 :**
- **Complaint submitted: 1/15/19**
- **Response received: 2/6/19**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat clients equally, with respect and dignity...
  - **Standard 3:** ...provide toilet paper in each bathroom stall...
- The complainant alleges that there were multiple instances when the bathrooms ran out of toilet paper. The complainant states that on one occasion, he informed staff about the lack of toilet paper only to be told that he was ungrateful.
- The response states that unlike the other Interfaith sites, ECS pays St. Boniface to have hygiene supplies so these items should have been on hand when the shelter opened up. The response also states that management has instructed staff to be stationed outside restrooms so they can respond more quickly to reports of hygiene supplies needing to be replaced. The response also states that management will be speaking with staff named in the complaint to address their behavior.

*Pending – The site has responded to this complaint but it is still opening pending a response from the client.*

### **MSC South**

- **Client #1:**
- **Complaint submitted: 1/9/19**

- **Response received: 1/15/19**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat clients equally, with respect and dignity...;
- The complainant states that he has an approved late pass that allows him to stay out of the shelter until midnight. The complainant states that on one night during his stay, he tried checking in at 11:45 PM only to be told that his bed had already been dropped and given away to another client.
- The response states that shelter management investigated the complaint and found that according to CHANGES, the complainant had successfully checked into the shelter on the night listed in the complaint.

*Pending – The site has responded to this complaint but it is still opening pending a response from the client.*

### Next Door

- **Client #1:**
- **Complaint submitted: 1/9/19**
- **Response received: 1/14/19 (Registered dietician response), 1/29/19 (site response)**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat clients equally, with respect and dignity...;
  - **Standard 2:** Provide shelter services in an environment that is safe...;
  - **Standard 9:** Engage a nutritionist, who shall develop all meal plans...;
- The complainant alleged that shelter staff are rude, that meals being served at the shelter are too small and that there was an incident when an employee and a security officer grabbed him and physically threw him out of the shelter.
- The response states that the complainant has been confrontational with staff and has been asked to leave the shelter as a de-escalation technique in the past. The response also states that ECS's Human Resources Department investigated the allegations and has taken disciplinary action against the identified employees. The response from the registered dietician states that the menus are being followed and that all servings meet or exceed portions listed.
- **This complaint was forwarded to the HSH contract monitor because it contains allegations of acts of violence.**

*Not Satisfied – The client has indicated that he is not satisfied with the response and has requested an investigation. The investigation for this complaint is currently pending.*

- **Client #2:**
- **Complaint submitted: 1/4/19**
- **Response received: 1/7/19**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat clients equally, with respect and dignity...;
  - **Standard 3:** ...clean shelters on a daily basis...;
  - **Standard 15:** Provide...pest-free, secure property storage...
- The complainant alleged the site is allowing clients to handle money for clients who are unable to take care of themselves, that the shelter is dirty and that the property storage room is so messy that it prevents staff from finding property belonging to clients.
- The response states that this case highlights inappropriate placements in shelter and that shelter staff are doing the best they can to care for an elderly client who is unable to self-care. The response states that shelter management has been contacting APS about the client in the hope that they will be able to provide her with a higher level of care. The response also states that property room was inspected and that all outdated property would be disposed of. Lastly, the

response states that that facilities were inspected and that stronger management of the facilities team were immediately implemented.

*Pending – The site has responded to this complaint but it is still opening pending a response from the client.*

- **Client #3:**
- **Complaint submitted: 1/8/19**
- **Response received: 1/15/19**
- **Alleged SOC Violations:**
  - **Standard 3:** ...clean shelters on a daily basis...;
- The complainant alleged that ADA shower chairs frequently go missing, that sleeping mats infested with bed bugs are kept in unsealed piles that put the shelter at risk of continued infection and that bathrooms are frequently out of paper towels.
- The response states that clients have been moving ADA shower chairs from the showers into the Quiet Room and that the issue has been placed on the agenda for the next Town Hall meeting. The response also states that new paper towel dispensers have been ordered and that Super Movers were hired to discard of any old mattresses, linens and other items that were being stored at the site.

*Pending – The site has responded to this complaint but it is still opening pending a response from the client.*

- **Client #4:**
- **Complaint submitted: 1/23/19**
- **Response received: 1/29/19**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat all clients equally, with respect and dignity...;
- The complainant alleged that shelter staff made her leave after two nights because she had two service animals.
- The response states that the client was informed of Next Door's pet policy on the first night of her reservation, which only allows clients to have one pet with them during their stay. The response also states that the complainant was given the option to board one of her pets, but decided to leave the shelter instead.

*Pending – The site has responded to this complaint but it is still opening pending a response from the client.*

- **Client #5:**
- **Complaint submitted: 1/31/19**
- **Response received: 2/7/19**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat all clients equally, with respect and dignity...;
- The complainant stated that shelter staff kicked her out of the shelter for the night because she was using the vanity room after "Lights Out" even though other clients were allowed to do so.
- The response states that the complainant was the only person who remained in the vanity room and refused to return to her bed despite staff requests. The response also states that the complainant was causing a disturbance by verbally abusing staff and that the police had to be called to escort her out of the shelter.

*Pending – The site has responded to this complaint but it is still opening pending a response from the client.*

## Sanctuary

- **Client #1:**
- **Complaint submitted: 1/9/19**
- **Response received: 1/16/19**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat all clients equally, with respect and dignity...;
- The complainant alleged that she was not receiving the mail that she had sent to Sanctuary because staff kept returning it back to the sender. The complainant also alleged that shelter staff keep trying to have inappropriate personal conversations with her.
- The response denies the allegations that staff have been returning the complainant's mail to the sender and states that staff members use a roster to ensure that all clients with active reservations receive their mail. The response also states that on the last day of her reservation, the complainant instructed staff to return all future mail to the sender. The response also denies the allegations that staff are trying to have personal conversations with the complainant.

*Pending – The site has responded to this complaint but it is still opening pending a response from the client.*

- **Client #2:**
- **Complaint submitted: 1/17/19**
- **Response received: 1/24/19**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat all clients equally, with respect and dignity...;
- The complainant alleged that shelter staff have been rude to him and that there have been multiple incident where staff told him that he didn't check in for the day or where they couldn't find his late pass.
- The response denies the allegation that staff were rude to the complainant and states that although the complainant was informed of the site's late pass/curfew policy, the complainant never requested a late pass and as a result his bed was dropped whenever he missed bed check.

*Pending – The site has responded to this complaint but it is still opening pending a response from the client.*

- **Client #3, Complaint #1:**
- **Complaint submitted: 1/24/19**
- **Response received: 1/31/19**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat all clients equally, with respect and dignity...;
- The complainant alleged that both clients and shelter staff discriminate against transgender clients.
- The response states that management met with the complainant in order to investigate the allegations, but that the complainant was unable to name specific staff that were discriminating against transgender clients. The response also states that there is a zero-tolerance policy in place prohibiting discriminatory language or behavior at the site and that management reminded staff to be vigilant of potential rule violations and.

*Pending – The site has responded to this complaint but it is still opening pending a response from the client.*

- **Client #3, Complaint #2:**
- **Complaint submitted: 1/31/19**

- **Response received: 2/5/19**
- **Alleged SOC Violations:**
  - **Standard 1:** Treat all clients equally, with respect and dignity...;
- The complainant alleged that shelter staff told her to look for her dog because it was wandering around the sleeping area unattended, only to later find out that the dog was in the supervisor’s office the entire time.
- The response denied the allegation that staff purposely kept the complainant’s dog away from her and stated that they had only brought the dog into the supervisor’s office because other clients had been filing complaints about an unattended dog walking through the sleeping areas. The response states that the dog was returned to the complainant and that they had no intention of keep the dog from the complainant.

*Pending – The site has responded to this complaint but it is still opening pending a response from the client.*

**January Client Complaints by Standard**

Standard of Care	Number of complaints alleging violations of this Standard
Standard 1: Treat all clients equally, with respect and dignity, including in the application of shelter policies...	15
Standard 2: Provide shelter services in an environment that is safe and free from physical violence	3
Standard 3: Provide liquid soap with a dispenser permanently mounted on the wall in the restrooms; small individual packets of liquid soap, or small bar soap for use by one individual only, paper/hand towels, hand sanitizers, at least one bath-size (24”x48”) towel to shelter clients and staff in each bathroom; if hand-dryers are currently installed they shall be maintained in proper working condition; in addition, shelters shall provide toilet paper in each bathroom stall and hire janitorial staff clean shelters on daily basis	4
Standard 9: Engage a nutritionist, who shall develop all meal plans, including meal plans for children and pregnant women; and post menus on a daily basis.	1
Standard 15: Provide shelter clients with pest-free, secure property storage inside each shelter	1
Standard 26: Ensure all clients receive appropriate and ADA-compliant transportation to attend medical, permanent housing...	1

**Please note that each complaint can include alleged violations of more than one Standard of Care**

**Total Client Complaints FY 2018-2019**

Site	Site Capacity	7/18	8/18	9/18	10/18	11/18	12/18	1/19	Total (FY18-19)
A Woman's Place	11 mats	0	0	0	0	0	0	0	0
A Woman's Place Drop In Center	63 chairs	1	0	1	1	0	1	2	6
Bethel AME	30 mats	5	4	2	1	3	3	3	21
Compass	22 families	0	0	0	0	0	0	0	0
First Friendship	25 families	0	0	0	0	0	0	0	0
Hamilton Emergency	22 families	0	0	1	0	0	0	0	1
Hamilton Family	27 families	1	1	0	0	0	0	0	2
Hospitality House	30 beds/mats	0	0	0	0	0	0	0	0
Interfaith Winter Shelter *seasonal shelter only open during winter months	60-100 mats depending on the site	0	0	0	0	0	0	1	1
Lark Inn	40 beds	0	0	0	0	0	0	0	0
Mission Neighborhood Resource Ctr.	70 chairs	0	0	0	0	0	1	0	1
MSC South Shelter	340 beds	0	2	3	4	2	1	1	13
MSC South Drop In Center	75 chairs	0	1	0	0	1	1	0	3
Next Door	334 beds	5	2	2	4	2	8	5	28
Providence	110 mats	4	1	0	0	0	0	0	5
Sanctuary	200 beds	3	4	3	3	4	2	5	24
Santa Ana	28 beds	0	0	0	0	0	0	0	0
Dolores St - Santa Marta/Maria/Ana/Jazzie's Place	56 beds	0	0	0	0	0	0	1	1
St. Joseph's	10 families	0	0	0	0	0	0	0	0
United Council	48 chairs	0	0	0	1	0	0	0	1
<b>Total</b>	<b>Single adult: 1203 beds/mats Interfaith: 60-100 mats Resource Centers: 256 chairs Family: 106 families</b>	<b>19</b>	<b>15</b>	<b>12</b>	<b>14</b>	<b>12</b>	<b>17</b>	<b>18</b>	<b>107</b>



### January Site Visit Infractions

The Committee completed four unannounced site visits in January 2019. There were no infractions noted on the visit to Mission Neighborhood Resource Center, the infractions from the remaining two site visits are listed below:

#### A Woman's Place Shelter

Site visit date: 1/23/19

Infractions submitted to site: 2/12/19

Site responded: **Pending**

#### **SOC Infractions:**

- **Standard 8:** ADA information not posted (name of ADA liaison) – **Pending**
- **Standard 18:** No TTY available/staff did not know where clients could access TTY machine – **Pending**
- **Standard 21:** No Language Link / staff unaware of professional translation services – **Pending**
- **Standard 22:** No bilingual English/Spanish speaking staff employed by the site – **Pending**
- **Standard 23:** No emergency disaster plan in place or staff could not locate the plan – **Pending**
- **Standard 25:** Not all staff wearing ID badges – **Pending**
- **Standard 26:** No MUNI tokens or other transportation options available for staff – **Pending**

#### Compass

Site visit date: 1/29/19

Infractions submitted to site: 2/14/19

Site responded: **Pending**

#### **SOC Infractions:**

- **Standard 23:** More than 30 days since last emergency drill – **Pending**

#### Lark Inn

Site visit date: 1/15/19

Infractions submitted to site: 1/16/19

Site responded: 1/17/19

#### **SOC Infractions:**

- **Standard 4:** Incontinence supplies need to be restocked – **Resolved**
- **Standard 8:** No signage posted noting shower times – **Resolved**
- **Standard 30:** No protective face masks available for staff – **Resolved**

*FY2018-2019 Unannounced Site Visit Tally*

Site	7/18	8/18	9/18	10/18	11/18	12/18	1/18	Total (FY18-19)
A Woman's Place	1	1	0	0	0	0	1	3
A Woman's Place Drop In Center	0	1	0	1	0	0	0	2
Bethel AME	0	1	0	0	1	0	0	2
Compass	0	0	0	0	0	1	1	2
First Friendship	1	0	0	0	1	0	0	2
Hamilton Emergency	1	0	0	1	0	0	0	2
Hamilton Family	1	0	0	1	0	0	0	2
Hospitality House	0	0	0	1	0	1	0	2
Interfaith Winter Shelter	0	0	0	0	0	0	0	0
Lark Inn	1	0	0	0	1	0	1	3
Mission Neighborhood Resource Ctr.	0	0	0	0	1	0	1	2
MSC South Shelter	1	0	0	0	1	0	0	2
MSC South Drop In Center	1	0	0	1	0	0	0	2
Next Door	1	1	0	0	0	0	0	2
Providence	0	0	1	0	0	0	0	1
Sanctuary	1	0	1	0	0	0	0	2
Santa Ana* moved to Dolores St. Shelter site on 10/15/18	1	0	0	0	0	0	0	1
Dolores St. Shelter (Santa Marta/Maria/Ana/Jazzie's Place)	1	0	0	0	0	1	0	2
St. Joseph's	0	1	0	0	1	0	0	2
United Council	0	0	1	0	0	0	0	1
<b>Total</b>	<b>11</b>	<b>5</b>	<b>3</b>	<b>5</b>	<b>6</b>	<b>3</b>	<b>4</b>	<b>37</b>

The Shelter Monitoring Committee is required to complete four unannounced visits to each site on an annual basis.

***FY2018-2019 Announced Site Visit Tally***

Site	7/18	8/18	9/18	10/18	11/18	12/18	1/19	Total FY18-19
A Woman's Place				1				1
A Woman's Place Drop In Center			1					1
Bethel AME			1					1
Compass				1				1
First Friendship			1					1
Hamilton Emergency			1					1
Hamilton Family			1					1
Hospitality House		1						1
Interfaith Winter Shelter								0
Lark Inn			1					1
Mission Neighborhood Resource Ctr.		1						1
MSC South Shelter			1					1
MSC South Drop In Center					1			1
Next Door					1			1
Providence								0
Sanctuary						1		1
Dolores St. Shelter						1		1
St. Joseph's		1						1
United Council								0
<b>Total</b>	<b>0</b>	<b>3</b>	<b>7</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>14</b>

The Committee is required to make two announced site visits to each site each year to survey clients.

**Staff Update and Committee Membership**

**Membership**

There are currently three unfilled seats on the Shelter Monitoring Committee:

**Board of Supervisors:**

Seat 1-Must be homeless or formerly homeless who is living or has lived with their homeless child under the age of 18.

Seat 2-Must be homeless or formerly homeless within the three years prior to being appointed, and who has a disability

**Mayor's Office:**

Seat 3- Must be homeless or formerly homeless who has experience providing direct services to the homeless through a community setting

If you are interested in applying for a seat on the Committee, please contact Howard Chen at 415-255-3653 or email [howard.c.chen@sfdph.org](mailto:howard.c.chen@sfdph.org) for more information.

**FY2018-2019 Meeting Calendar**

- March 20
- April 17
- May 15
- June 19

**Staff Update**

Committee Staff Howard Chen will be out of the office from March 25-29, 2019.